IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1
Requirement Name: CX
Execution Start Time:2020-08-03 21-57-59

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
18	17	1	Fail	1

Step No:1
Step Description: Enter sysagent in USERNAME
Expected Result: sysagent should be entered in USERNAME
Actual Result: The Element: USERNAME is set with text: sysagent
Status: Pass

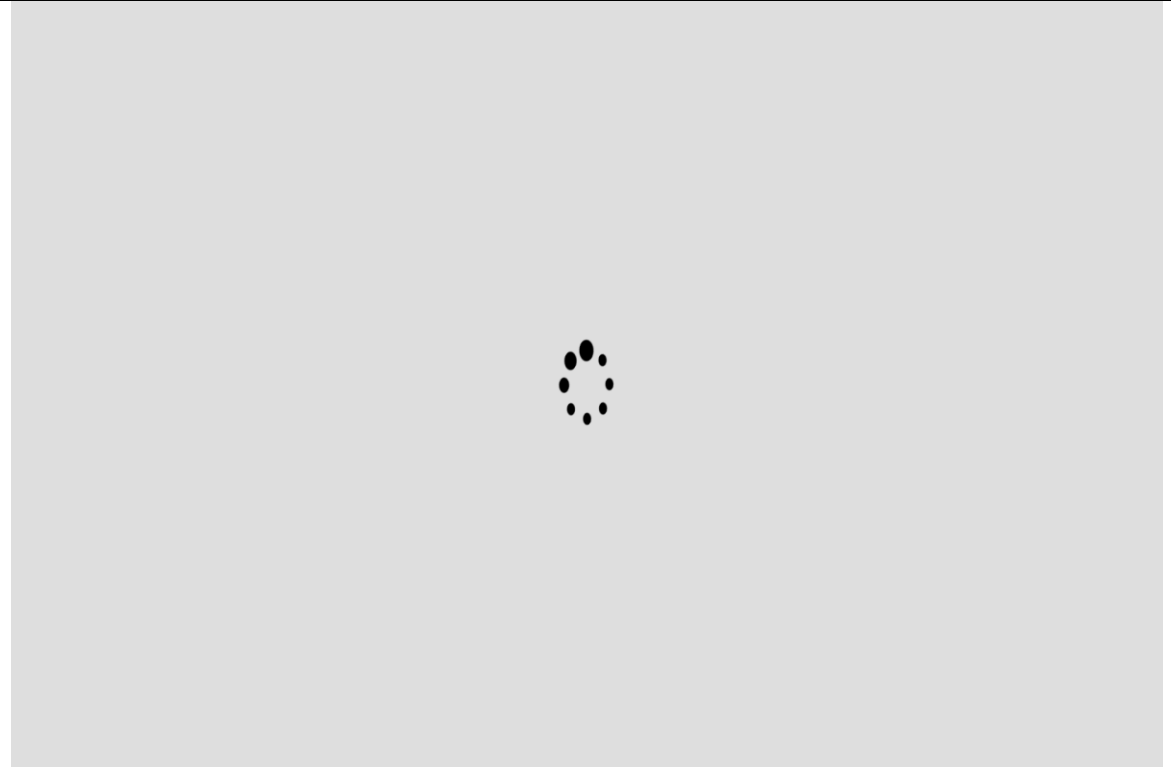| |
|---|
| Step No:2 |
| Step Description: Enter *** in PASSWORD |
| Expected Result: *** should be entered in PASSWORD |
| Actual Result: The Element: PASSWORD is set with text: Agent1234 |
| Status: Pass |
| |

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass

Step No:4
Step Description: Click on Navigation Menu
Expected Result: Click on Navigation Menu
Actual Result: The Element: ClickIncidentsMenu is clicked
Status: Pass

Step No:5
Step Description: Click on Incidents
Expected Result: Click on Incidents
Actual Result: The Element: IncidentsMain is clicked
Status: Pass

Step No:6
Step Description: Click on Search
Expected Result: Seach the incident
Actual Result: The Element: ClickSearch is clicked
Status: Pass

Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

≡ ORACLE® Service Cloud

Q Incidents ×

▼ Search   ↻ Refresh   🔄 Reset | 📂 Open ▼   📄 New ▼   🖨 Print ▼   📋 Copy ▼   👥 Assign ▼   📌 Propose   ✖ Delete | 🔖 Bookmark

Incidents

Subject	Status	Full Name	Queue	Date Last Updated ▼	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

Step No:8
Step Description: ClickAttachment
Expected Result: ClickAttachment
Actual Result: element not interactable   (Session info: chrome=84.0.4147.105) Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53' System info: host: 'ANITTALA', ip: '9.102.47.93', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1' Driver info: org.openqa.selenium.chrome.ChromeDriver Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:51945}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true} Session ID: 1a0ae8c1bae841f719259fe668b0bd3e
Status: Fail